Appendix II
Update on Contract Management Processes for Emergency Shelters

Management Action Plan Recommendations to Address Audit Findings

a) Ensure the compliance checklist tool is completed during quarterly reviews of the Shelter Operator. This will include quarterly reviews of the shelter operator's compliance with the Emergency Shelter Standards, the Third-Party Compliance audit, relevant insurance coverage and Work Safety and Insurance Board coverage certificates.

b) Develop and implement a process to ensure the Shelter Operator complies with the required hiring and on-boarding practices in the Emergency Shelter Standards.

c) Develop a process to verify that fire and evacuation tests have been performed randomly twice per year as planned to ensure compliance with Emergency Shelter Standards and the Ontario Fire Code. Shelter staff training will also include emergency procedures such as fire drills and evacuation, which will be tracked through the new hire training reporting process.

d) Develop and implement a formal process for documenting and discussing concerns raised with the Shelter Operator. This will involve monthly check-ins to ensure effective case management in moving clients, specifically those who are longer-term, towards self-sufficient independent living. The results of these reviews will be included in the agency narrative, which is record of all communication and direction given to the service provider.

e) Develop and maintain an agency narrative. This narrative will house all information on performance concerns coming out of the quarterly reviews, financial reviews, survey results and how well case management efforts are going.

f) Create a spreadsheet for the program supervisor to manually verify overflow reporting from the Shelter Operator, cross-referencing the client list from Salesforce and the lists provided by the Operator, including verification of costs for meals and hotel rooms.

g) An Audit binder will be prepared to fill all updated insurance and WISB certificate information and includes a check list of items to confirm certificates and documents have been received from the Shelter Operator.